

Resource4u Ltd

Service Specification Document

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1. Service Title

Microsoft 365 / N365 (Azure AD, Exchange, Teams, SharePoint, CRM, IT Cloud Infrastructure)

2. Service Definition

A complete life cycle of Cloud Support for Microsoft 365 from planning to migration, transition to on-boarding and on-going infrastructure management. The service can be tailored to suit the needs from full managed to migration only depending on the client needs.

3. Service Features and Benefits:

Service Features

- Microsoft 365 Based IT Infrastructure, Azure Active Directory
- Advanced Threat Protection, Security & Compliance
- Infrastructure Consumption Monitoring and Management
- Microsoft Teams
- SharePoint
- CRM Dynamics
- Power BI
- Azure Cloud Services
- Enhanced Enterprise Mobility & Security (EM&S)

Service Benefits

- Reliable infrastructure by Microsoft Office 365
- Secure and compliant
- Fully Managed Service by Resource4u
- On-site & Off-site support arrangements available
- Predictable fixed investment
- Full 365 suite experience
- Access to cloud apps, storage, and service

4. Service Scope

Planning Planning service: Yes

How the planning service works:

The digital transformation program is planned on the case by case. Typically, this includes: Need based analysis is carried out to establish a baseline, Evolutionary transition plan, Migration, Transition management, On-boarding and training, Business as usual (BAU) transition or on-going support options available.

Planning service works with specific services: Yes

Hosting or software services the planning service works with

- Microsoft Office 365
- Microsoft Dynamics 365
- Microsoft Azure

Setup and migration	Setup or migration service available: Yes
	How the setup or migration service works:
	The migration is carried out by conforming to the best practices laid out by Microsoft. Part of the migration Key elements to consider - Internet Speed (Bandwidth) - Cyber Security / IT Security - Cost-Analysis / Total cost of ownership (TCO)
	Setup or migration service is for specific cloud services: Yes
Security services	List of supported services
	• Microsoft Office 365 • Microsoft Azure
	Security services: Yes
	Security services type • Security strategy • Security risk management • Security incident management
Ongoing support	Ongoing support service: Yes
	Types of service supported: Hosting or software provided by a third-party organisation
	How the support service works Our trained consultants are hands-on with Microsoft Office 365 suite act as point of contact to resolve your support needs immediately or seek next level support lines to assure satisfactory cloud support services are offered to the clients.

5. User Support

Email or ticketing support	Email or online ticketing support: Yes
	Support response times Critical Incident: 1 hr response time, then regular updates till resolution. Medium Risk Incident: 3 hours response time, then regular updates till resolution General Support: Within 24 hours, Monday to Friday. Weekend service can be provided at additional cost on case-by-case basis
Phone support	Phone support
	Yes Phone support availability 9 to 5 (UK time), Monday to Friday

Support
Levels

1st Line Support: Resolves requests, problems and educates users’ around non-complex requirements. This is where all incidents and requests begin. The issue is recorded, and the basic review or troubleshooting is performed. Support requests are acknowledged within 2 hours and aimed to be resolved within 4 hours during support hours. If the request cannot be resolved within the timeframe due to complexity, it is elevated to 2nd line support. 2nd to 4th Line Support: 2nd line support requests are elevated where 1st line support was unable to resolve the issue or offer satisfactory guidance on the request. 2nd, 3rd and 4th line support is performed with combination of on-site and remote assistance as complex support using specialist staff appropriately. Regular updates are communicated to the requester until resolution is provided.

6. M365 Services and Plans

MICROSOFT 365 FOR ENTERPRISE IS AVAILABLE IN THREE PLANS.

E3	Access core products and features within Microsoft 365 to enhance workplace productivity and drive innovation, securely.
E5	Access the latest products and features within Microsoft 365, including advanced threat protection, security and collaboration tools. Includes all of E3's capabilities plus advanced security, voice, and data analysis tools.
F3	Connect with your Firstline Workers through purpose-built tools and resources that allow them to do their best work.

Microsoft 365 | Business

Microsoft 365 is the productivity cloud that brings together best-in-class Office apps with powerful cloud services, device management, and advanced security.

Be more productive wherever you are

Connect employees to the people, information, and content they need to improve productivity and transform collaboration.



- Includes Office apps**
Stay up to date on any device with the latest versions of Word, Excel, PowerPoint, and more.
[Learn more >](#)
- Email and calendaring**
Connect with customers and coworkers using Outlook and Exchange.
[Learn more >](#)
- Chat, calls, and meetings**
Keep your team on the same page with chat, online meetings, and calling in Microsoft Teams.
[Learn more >](#)
- Cloud storage**
Manage your files from anywhere with 1 TB of OneDrive storage.
[Learn more >](#)

Don't drown in paperwork

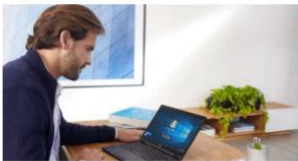
Transform the way you manage your business and simplify the way work gets done with modern tools that streamline business processes.



- Reduce manual paperwork**
Digitize manual and repetitive paper-based forms with Microsoft Forms.
[Learn more >](#)
- Captured insights**
Create surveys, polls, and questionnaires to gather data and insights from employees and customers.
[Learn more >](#)
- Make repetitive tasks easy**
Automate everyday business processes with Power Automate.
[Learn more >](#)
- Works with the apps you already have**
Access all your tools in one place with third-party app integrations in Microsoft Teams.
[Learn more >](#)

Protect what matters most

Help safeguard your employees, data, and customer information with enterprise-grade security you can trust.



- Defend against cyberthreats**
Protect against viruses, malware, phishing attempts, ransomware, spam, and other threats.
[Learn more >](#)
- Keep customer data safe**
Protect information from cybercriminals, unauthorized access, and accidental deletion.
[Learn more >](#)
- Secure your device**
Help keep your data safe, even when accessed on employees' personal devices.
[Learn more >](#)
- Simplified IT management**
Easily set up and manage users, devices, and data so you can focus on running your business.
[Learn more >](#)

7. N365 Services and Plans

N365 is based on Microsoft's standard "M365" Enterprise E3 software package. N365 is essentially M365 for the NHS. Elements of this are already either used or will be used across the NHS as a number of currently used products reach their end of life.

N365 will therefore support and enhance several existing centrally provided ICT services, as well as a wide range of local ICT services. Specifically, N365 will provide the following:

Microsoft 365

- Microsoft 365 for Word, Excel, PowerPoint, SharePoint, Email and Teams collaboration, updating both existing Office 2010 licensing and current NHSM services. A range of "online only" and "full desktop" versions are available within N365.

Windows 11

- The Windows 11 secure operating system for PC, Laptop and other devices is already widely deployed, but additional options have been added to support remote working from users' own home devices or other machines not covered by the NHS existing Windows 11 Enterprise Agreement

Advanced Threat Protection (ATP)

- For additional cybersecurity protection is already deployed to Windows-operated client devices but will be extended to include Windows servers as part of N365. An alternative system to ATP will also be made available as an option.

Enhanced Enterprise Mobility & Security and Azure Active Directory

- Windows Server Client Access Licencing (CALs) replacing and updating the Windows 2008R2 Server CALs used to access most clinical and administrative systems.
- System Centre Configuration Manager (SCCM) and Intune to upgrade existing licensing to help organisations effectively manage their software estate.
- Azure Active Directory Premium Plan 2 is also included to provide secure access to applications and protect information.

The product includes:

- Office 365 for Word, Excel, PowerPoint, Email and Teams collaboration, updating both existing Office 2010 licensing and NHSM services. A range of "online only" and "full desktop" versions are available.
- Windows 10 secure operating system for PC and Laptop and other devices.
- Advanced Threat Protection for additional cybersecurity protection, extended to include Servers as part of the new service.
- Windows Server Client Access Licencing (CALs) replacing and updating the Windows 2008R2 Server CALs currently used by the NHS to access local and national clinical and administrative systems that run on Windows Servers.
- System Centre Configuration Manager (SCCM) and Intune to upgrade existing licensing to help local organisations effectively manage their Microsoft software estate.
- An NHS wide directory for identity management and access control, email & phone contacts.

- A 24-hour helpdesk to support users (nhs.net NHS Shared tenant option only).
- A comprehensive programme of help, guidance and support to help local organisations complete their migration to the new service.

Microsoft 365 Copilot

Introducing Microsoft Copilot Studio at Ignite, a low-code tool tailored for Microsoft 365's Copilot and standalone copilots. It unifies potent conversational features: custom GPTs, AI plugins, and manual topics. Customize Copilot for Microsoft 365, build, test, and publish copilots and GPTs. Manage and secure customizations and standalone copilots, ensuring proper access, data security, and analytics. Copilot Studio streamlines the complete lifecycle within one web experience—build, deploy, analyze, and manage. Connect Copilot to various data sources like SAP, Workday, and ServiceNow via plugins or GPTs. Copilot Studio is now available, with integration in preview for Copilot in Microsoft 365.

New Capabilities in Copilot for Microsoft 365

01 Microsoft Teams

Next year, Copilot in Teams becomes a meeting assistant, taking collaborative notes and transcribing specific content. Users can leverage Copilot's power in meetings without creating recordings, enabling real-time information sharing without retention. It extends its support to Teams channels, aiding in summarizing posts, managing tasks, and reviewing decisions.

02 Microsoft Outlook

In early 2024, Copilot in Outlook streamlines meeting preparation by summarizing invitation details, emails, and documents for a quick review. It assists in navigating email threads, extracting key information, and suggesting follow-up actions like additional meetings. When selected, Copilot aids in drafting agendas, creating meeting titles, and suggesting attendees.

03 Microsoft Loop

Copilot in Loop offers intelligent page creation, suggesting and adapting pages from past work or crafting new ones tailored to your project's goals. Loop's workspace status acts as a dashboard, utilizing team knowledge to track progress, highlight crucial information like upcoming deadlines, and aid in focusing on priorities.

04 Microsoft Word

Coming soon, you can use catchup and comments in Copilot in Word to quickly get up to speed on document revisions by asking questions like, "How do I see what has changed in this document?" to reveal changes and revisions made by anyone who has accessed the document.

05 Microsoft PowerPoint

With the new brand asset and image library (coming soon), you can ask Copilot in PowerPoint to use your corporate brand assets and leverage Microsoft Designer to reimagine them using AI-generated visuals—no photo shoot required.

8. Modern Workspace Training

Learn how to get more work done, from anywhere on any device with Microsoft 365 and Windows 10. Discover how industry professionals leverage Microsoft 365 to communicate, collaborate, and improve productivity across the team and organisation.

- Learn the basics
- Training templates
- Save time with tips Collaborate
- For admins and IT Pros

9. On-Boarding and Deployment

Microsoft 365 for enterprise

A complete, intelligent solution that empowers everyone to be creative and work together securely.

Benefits	Local and cloud productivity services	Windows 10 Enterprise	Device management and advanced security services
Unlocks creativity	Office 365 ProPlus		
Built for teamwork	Exchange Online, SharePoint Online, Skype for Business, Microsoft Teams, Yammer, Office 365 ProPlus		
Integrated for simplicity	Office 365 ProPlus deployment and updates	Windows 10 deployment with upgrade in place and Autopilot and updates	Auto-enrollment of Windows PCs and devices
Intelligent security	Office 365 Advanced Threat Protection, Office 365 Multi-Factor Authentication, SharePoint Online and Exchange Online conditional access policies, Azure Information Protection (AIP), Data Loss Prevention policies	Windows Defender Advanced Threat Protection (ATP), Windows Hello for Business, Windows Information Protection (WIP)	Microsoft Intune, device-based conditional access policies, Azure AD Privileged Identity Management (PIM), Advanced Threat Analytics, Azure Advanced Threat Protection, Microsoft Cloud App Security, Azure Multi-Factor Authentication, and others

Microsoft 365 for enterprise plans	Operating system	Applications	Small & medium business	File & Content	Task Management	Meetings & Voice	Social & Internet	Threat protection	Identity & access management	Device & app management	Information protection	Advanced compliance	Analytics
E3	Windows 10 Enterprise	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓
E5	Windows 10 Enterprise	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓
F1	Windows 10 Enterprise	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓

The Modern Workplace

Modern Desktop	Compliance	Security	Teamwork	Firstline Worker
Modern Desktop Intelligent security: Built-in advanced security powered by cloud intelligence Enhanced productivity: Cloud-connected and always up-to-date version of Office and other apps Flexible management: Cloud-based management of devices, applications, and policies Simplified updates: Streamlined content and deployment tools make it easy to update and roll out to all	Compliance Access and manage risk: Customizing risk assessment, automation, and insights Protect & govern sensitive data: Automatically classify, protect, and govern data Streamline IT operations: Respond to regulatory, legal, or information requests quickly Broad set of compliance standards: Provides a comprehensive set of international and industry-specific compliance offerings	Security Identify and access: Protect user identities and control access to resources Information protection: Protect documents and emails on any device by authorized people Threat protection: Protect against advanced threats and recover quickly when infected Security management: Gain visibility and control over security risks	Teamwork Collaboration: App and a secure location that brings together everything you need to be more productive Communication: Online meeting solutions in the cloud Leadership connection: A single solution for connecting, communicating, and managing with business-critical people Learning & sharing: Build communities where people can continuously learn from their own and others' experiences	Firstline Worker Foster culture & community: Provide space for teams to connect and share Train & upskill employees: Manage and deliver content and data Digitize business process: Modernize business, activities, and workflow Deliver real-time expertise: Close technology gaps and rethink productivity

Microsoft 365 Productivity Library

To see how Microsoft 365 scenarios can impact your business, use the Productivity Library.

1. Go to <https://aka.ms/productivitylibrary>.
2. Click an industry or role.
3. Click an article for an overview and links to more information.

Here are some examples for four common departments:

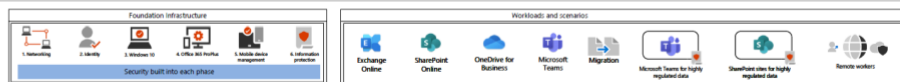
Financial services	Human resources	Marketing	Sales
Accelerate ROI	Onboard new employees	Winning marketing strategies	Be productive on the road
Collective intelligence	Integrate new hires	Social networks for marketing	Cohesive sales teams
Merger communications	Work remotely	Manage event teams	Create sales reports
Stakeholder meetings	Find candidates for roles	Public relations activities	Custom sales presentations
Protect privacy	Firstline Worker engagement	Plan summit	On-target client proposals
Create proposals together	Discover and share information	Successful campaigns	Bridge the gap

Roadmaps to adoption

Get the help you need to streamline:

- Design and planning.
- Implementation of an integrated and secure configuration.
- User adoption and the realization of business value in your organization.

Start here



Self-guided at aka.ms/m365deploy
Guided by FastTrack at microsoft.com/fasttrack/microsoft-365

Technical Functionality

Office apps	Option 1 - N365 (Apps for Enterprise) (6JJ-00003)	Option 2 - N365 (Office 365 E3) (AAA-10842 / 01758)
Install Office client apps (Word, Excel, PowerPoint, OneNote, Publisher (PC only), Access PC only) on up to 5 PCs/Macs, 5 tablets, 5 phones per person	Y	Y
Email and Calendar		
Exchange Online	N	Y
Outlook	Y	Y
Meeting and voice		
Teams	Limited	Y
Microsoft Whiteboard	Y	Y
Office 365 Groups	N	Y
Calling Plan	Y (Add on)	Y (Add on)
Phone System	Y (Add on)	Y (Add on)
Audio Conference	Y (Add on)	Y (Add on)
Intranet and file management		
SharePoint Online	N	Y
Yammer	N	Y
Files and content		
OneDrive for Business	Y	Y
Microsoft Stream	N	Y
Task management		
Power Apps for Microsoft 365	N	Y
Power Automate Microsoft 365	N	Y
Microsoft Forms	Y	Y
Microsoft Planner	N	Y
To Do	N	Y
Microsoft Shifts	N	Y
Bookings	N	Y
Advanced Analytics		
My Analytics	Y	Y
Power BI Pro	N	Y
Device and App management		
MDM for 365	Y	Y
Azure Information Protection (AIP)		
encryption, rights management, DLP for email and files	N	Y
Azure Information protection	N	Y
Advanced Compliance		
legal compliance and archiving needs for email; archiving, eDiscovery, mailbox hold	N	Y

10. About Us

Resource4u is specialised in providing consulting services, technology solutions and managed services to both public and private sectors.

Our consultants have many years of experience delivering a multitude of projects including cost reduction programmes, performance improvement projects, health service redesign, post-merger consolidations, restructuring exercises as well as financial and activity modelling.



Healthcare Solutions

We have business analysts, project managers, board-level executives as well as clinicians in several medical specialties.



Office 365 - Managed IT

Services

We provide a complete and reliable managed IT infrastructure service leveraging Microsoft technologies on the Office 365 platform.



Technology Solutions

We have a team of technology specialists able to design, develop and implement a wide range of technology solutions.



Consulting Services

Over the years we have built up a team and extensive network of professionals across many industry sectors.

We're not all talk ... we make things happen!

We're not like other consulting organisations, at Resource4U we concentrate on delivering bottom-line benefits. We don't just write reports and give advice, we implement and make things happen.

We understand that often it's not about knowing what needs to be done but having the time and resources to get it done. This is how we're different. We have the right mix of skills and staffing to execute the implementation and make a real difference - within rapid timescales.

Resource4u has a proven track record of assisting Integrated Care Boards (ICB), Integrated Care Services (ICS), NHS Trusts and General Practices, PCNs to set out the most effective plans by providing business systems and technology solutions, support business process automation resulting in service efficiencies.

For further information about Resource4u please visit <http://www.resource4u.co.uk>
enquiries@resource4u.co.uk